

CREDITING CHARGES ON TEST CALLS

1. GENERAL

1.01 This section describes procedures for crediting customers' accounts for charges resulting from tests or demonstration calls made by telephone company personnel.

1.02 This section should be added locally with a list of test telephone numbers that will not involve charges.

2. APPLICATION

2.01 It shall be the responsibility of the telephone company employee placing the call to request the operator to prepare a credit ticket for any test or demonstration call (or calls) billable to a customer's account.

2.02 Typical cases requiring credit adjustment are:

- End-to-end (station-to-station) test calls on DATA-PHONE services in connection with installation or repair work
- Calls to telephone company locations in which a charge applies
- Demonstration calls or customer training involving charges
- Out-of-band calls on WADS and WATS services
- Calls on message rate lines
- Calls on TWX lines
- Calls on measured time lines.

3. CREDIT REQUEST PROCEDURE

DIRECT DIALED TEST CALLS

A. Telephone and DATA-PHONE Services

3.01 The procedure used for crediting calls dialed direct over the DDD network is the same as when requesting credit for "wrong number reached" or "poor transmission" on regular telephone service.

(1) Call operator and identify yourself as a telephone company employee and give your name.

(2) State that you are requesting credit on a DATA-PHONE service or WATS test call (calls).

(3) Furnish calling and called numbers and locations.

(4) Furnish time call began (when called party answered) and elapsed time of call (to nearest minute). It is important that the elapsed time of call be accurate, especially in the case of measured time service.

Note: Where a series of calls are placed consecutively from and to the same locations, a single report to the operator will suffice. The elapsed time shall be from the starting time of the first call to the ending time of the last call. The total number of calls placed should also be given.

B. TWX and WADS Services



For TWX and WADS services it will be necessary to contact the TWX-WADS operator (number 954-1212) to request credit adjustment. Communication with the TWX-WADS operator must be via a teletypewriter machine.

3.02 The TWX-WADS operator shall be furnished the following information, in the sequence shown:

CREDIT (called number) TEST (employee's name) (number of calls) CALLS (elapsed time) MINS THIS IS (calling number) (time call began).

For example, two test calls were placed from number 201-621-8157 to number 205-328-3873. The total duration of the two test calls was 17 minutes and the first call began at 3:10 pm. The test calls were made by J. B. Jones. Credit request text should read as follows:

CREDIT 205-328-3873 TEST
J B JONES 2 CALLS 17 MINS
THIS IS 201-621-8157 310PM.

OPERATOR HANDLED CALLS

3.03 The operator shall be requested to mark the ticket so the customer will not be billed by stating, "This is a test call." Employee shall also furnish his name and any additional information required by the operator.

4. VERIFICATION PROCEDURE

4.01 Normally, written verification is not required; however, if written verification is desired, Form E-4130 (Fig. 1) may be used.

4.02 When Form E-4130 is used it should be filled in as follows:

- **CENTRAL OFFICE** — Enter serving central office in which line is terminated (in some cases serving office may not be local office).
- **SERIAL NO.** — Local option.
- **TYPE AMA TEST CALL** — Check appropriate block.

- **SUBSCRIBERS LINE NO.** — Enter customer's number of line from which call is being made.
- **DATE** — Enter date call is made.
- **TIME** — Enter time call started (time called party answered) and time call ended. If a series of calls are to be credited, the time the first call started and the time the last call ended should be entered.
- **NO. CALLED** — Enter area code, office code, and line number of the called party.
- **REASON FOR TEST** — Enter type of call, eg, installation tests — DATA-PHONE service; repair visit — TWX service, etc. After operator has been contacted and requested to prepare credit ticket, make notation in this space "operator notified." Employee making test call should also enter his initials in this space.
- **SUPERVISOR** — The supervisor of the employee originating form should sign in this space, after verifying that form has been properly completed.

PRINTED IN USA		CREDIT FOR DIALED AMA TEST CALLS		E-4130 (8-53)	
CENTRAL OFFICE	WOODLAWN	SERIAL NO.	12		
TYPE AMA TEST CALL:	TOLL <input checked="" type="checkbox"/> MESSAGE UNIT <input type="checkbox"/>				
SUBSCRIBERS LINE NO.	595-3434	DATE	3-12-63	TIME	10 ⁰⁷ AM / 10 ¹³ AM
NO. CALLED:	201	949	3034		
	AREA CODE	OFFICE CODE	LINE NO.		
REASON FOR TEST:	REPAIR VISIT — DATA-PHONE SERVICE				
OPERATOR NOTIFIED			SHB		
			T.C. Smith		
			SUPERVISOR		
BSP. A309.404					

Fig. 1 — Example of Completed Form E-4130